

## ABSTRACT OF THE DISCLOSURE

Techniques are provided for automated data collection and analysis, including steps of receiving a request for information about a device; constructing a command set, wherein the command set is a set of executable commands that indicate collection of data from the device and zero or more other devices; sending the command set to the device; receiving analysis results from an analysis engine, wherein the analysis results are based at least in part on a set of results received from the device and produced by executing the command set; and determining a set of solutions based on the analysis results. Techniques are also provided for automated data collection and analysis, including the steps of sending a request for information about a device; receiving a command set in response to the request, wherein the command set is a set of executable commands that indicate collection of data from the device and zero or more other devices; executing the command set; generating a result set based on the execution of the command set; sending the result set to an analysis engine as part of a second request for analysis of the result set; and receiving a solution to one or more problems discovered at least in part by the analysis engine.